



USAG Bamberg First Sergeants' Barracks Program (FSBP) Barracks Resident Handbook

The information in this resident handbook is provided as a resource to all residents. Please use it as a guide and report any inaccuracies to the Single Soldier Housing (SSH) Management Office. The last page lists offices and the corresponding telephone numbers mentioned in the handbook.

1. Room Use. No one is allowed to reside in UPH other than designated residents. Single Soldier Housing (SSH) is provided to you solely as a single-occupant residence. You must inform the SSH office of any change in status that may affect eligibility for SSH such as marital status, promotion, assignment to family housing or private rental.

2. Check-in Inspection

a. You are required to inspect the assigned room with a SSH staff member and note any discrepancies observed at the time of the inspection. You will sign for the furnishings inventory and will indicate its current condition. You will keep a copy of this inspection form and the SSH office will maintain a copy until you check out. At that time a comparison will be made on the condition of the quarters and the furnishings. Items determined to be damaged beyond normal fair wear and tear may result in assessment of charges. Any discrepancies NOT noted at the time of move in should be submitted in writing to the SSH management office within 3 working days of occupancy. After that period you assume all responsibility for the condition of the room.

b. Your chain of command is responsible to ensure that good order and discipline is maintained at all times in SSH. They have the authority and responsibility to conduct no-notice inspections to ensure that conditions in SSH provide for the best quality of life for residents and guests.

3. Command Access to your Room

The Unit Commander or his/her designated representative may enter the quarters in order to:

- a. Inspect the property.
- b. Execute necessary or emergency repairs, alterations, or improvements.
- c. Supply necessary or agreed upon services.

4. Room Standards

a. You are responsible for maintaining standards of housekeeping expected of tenants in private housing of similar type and value.

b. You are responsible for the appearance and cleanliness of assigned room(s) and shared spaces. Rooms and service areas will always be maintained in a clean and orderly fashion. **DO NOT POUR GREASE DOWN THE DRAINS.**

c. Removal or swapping out of any furniture in the barracks room/buildings IS NOT authorized. Room furnishings shall be kept clean and shall not be disassembled for any reason.

d. Refrigerators shall be kept clean with all food in its sealed original package or in sealed containers or bags. Freezers shall be defrosted in accordance with the manufacturer requirements stated in the refrigerator's Manual of Operations provided in your Resident Package.

e. Bed linen shall be used for sleeping. Beds shall not be slept in without linen and a mattress pad. You are required to provide your own linen to include sheets, blankets, pillow cases, and bed spreads. You are responsible for laundering all linen on an "as needed basis" to ensure the linen is clean when used. All beds will be made with a full set of linen at all times when not occupied. You will be held financially responsible for excessively soiled mattresses.

f. Clean clothing shall be neatly stored in dressers and closets. Dirty clothes shall be placed in laundry bags or other suitable containers. Soiled PT gear will not be hung outside the bathroom. Washed laundry shall be dried in dryers provided. Delicate items may be hung in the bathroom for drying.

g. You may decorate your assigned room/space as long as the decorations are not offensive to others and the room/space is returned to the standards set forth in AR 420-1, Chapter 3, Section IV and as designated by the installation and organizational commander before you out-process. Pornographic, offensive or inflammatory materials shall not be openly displayed. Offensive is defined by the individual looking at the material. Materials used for decorations shall not damage the surfaces. Nothing will be stuck onto furniture. Flags will be displayed in accordance with AR 840-10. Stickers, aluminum foil, blankets, sheets, are not allowed on windows.

h. Bathrooms shall be kept clean at all times. Bars of soap shall be kept in individual containers for each resident sharing the bath. On a weekly basis, residents shall clean the tub, tiles, shower curtain, vent fan and commodes with an approved cleaner. Do not use steel wool or any abrasive pad or material to clean with. Cleaning the bathroom is the joint responsibility of the residents assigned to the rooms. Bathroom Exhaust Fan should be operational and in use when showering. This will assist in reducing the humidity in the room and help prevent mold or mildew in the room. If the fan is not operational, it shall be reported to the DPW Work Reception.

5. Room arrangement. Rooms are set up with furniture in accordance with number of spaces allowed. Should you be assigned to a room with more authorized spaces, migration into the adjoining space is not allowed. The room must be kept clean and in order for immediate assignment to additional personnel. Maintaining rooms in a standard configuration is not required; however, setting up personal furniture is limited due to room size restrictions. Ensure that furniture is not blocking access points. It is not authorized to store any government furnishings in storage rooms, laundry rooms, basement rooms, under stairs, etc. Requests for issue and/or turn-in of government furnishings are processed through SSH office with the FMO. Rooms must have the basic issue government furniture at the time of the out-check inspection. Common use furniture will stay in the room regardless of roommate agreements.

6. Quiet Hours

a. Residents will conduct themselves so they do not disturb others. Quiet hours are 24 hours a day to accommodate shift workers. Stereo, TV or other noise must not be heard outside the room or through the walls.

b. Social gatherings are allowed provided they take into consideration others might be sleeping or otherwise do not want to be disturbed. Social gatherings should be conducted in the day rooms or away from the building in the recreation areas. Common areas will be cleaned at the end of the gatherings.

c. Quiet hours include the parking lots and adjoining streets. Noise will be kept to a minimum to accommodate shift workers. Music or other noise must not carry past the interior of the vehicle. Excessively loud vehicles will be subject to vehicle inspections in accordance with installation guidelines for vehicle registration.

6. Laundry room.

a. Residents shall keep the laundry room clean and maintained. All residents utilizing this privilege shall clean up after themselves, remove their own trash, and wipe up any spills or messes they cause.

b. Residents are not to leave their laundry unattended and will assume all responsibility for loss or damage if left unsupervised.

c. Extend courtesy to other residents by removing laundry promptly from the machines when the cycle is completed. Laundry will be removed from the machines without consent if left unattended and the cycle is over.

d. The use of dyes or tints, cleaning TA-50 or metallic objects in laundry machines is prohibited.

e. Building coordinators shall develop a schedule which identifies and rotates general laundry room cleaning responsibilities.

7. Lost, Damaged or Missing Government Property

a. In accordance with public law, DOD instructions and this instruction, you are liable for lost, damaged or missing government property caused by willful destruction or neglect by you or your guests. If the results of a formal survey indicate willful neglect or abuse, the member responsible for the item will be held financially responsible for 100% of the replacement value of the item.

b. Lost or stolen room keys will be immediately reported to the SSH staff. Residents will be held financially responsible for the cost of replacing keys or locks.

c. If you or your guests willfully or negligently destroy, deface, damage, impair or remove any part of the premises (including fixtures, facilities, furniture, and appliances) you will be held solely responsible for the damages in accordance with 10 USC 2775, DOD 7000.14R volume 12, and AR 420-1. Payment or arrangements for payment will be made prior to any repair/replacement of government property or prior to check-out from the facility.

e. You are responsible for reporting required repair work relating to your assigned room/space(s). Services orders should be placed by contacting your DPW Work Reception at DSN 469-5000. In the case of an emergency during non-business hours, you may call the same number or contact Emergency Services at DSN 469-115. PLEASE NOTIFY THE SSH MANAGEMENT OFFICE OF ANY DEFICIENCIES ASAP.

8. Keys. Either metal or card keys are issued to residents at check in depending on what lock devices are utilized in your building. Make sure you have your key with you AT ALL TIMES! Propping your door open or giving someone your key will allow other people/unknown persons access to your room and your possessions.

9. Lock-Outs, Damaged, or Lost Keys

a. Should you have locked yourself out of your room and the key is beyond your reach (left inside the room, car, or at a friend's house) contact your unit's First Sergeant or the BDE/BN CSM as per your unit's lock out policy.

a. Report damaged or lost hard keys to the SSH KCC who will submit a service request thru DPW for a replacement of the key or the exchange of the lock. You are charged for the replacement of a lost locking system key in the amount of \$ 30.00 (price subject to change). The exchange of a system lock, if two or more keys are lost, will be charged in the amount of \$108.11 (price subject to change). You will receive a temporary lock exchange with a regular lock and a key; roommates exchange their system keys for regular keys as well until the system lock is obtained and re-installed.

c. If a Key Card is lost or malfunctioning, the soldier notifies the SSH KCC. The KCC calls the DPW Work Reception to request for a replacement, providing the total number of Key Cards required for the room (i.e. all Key Cards for that room must be replaced). Regular duration for obtaining new Key Cards is

one (1) day. You are not charged for Key Cards that have to be replaced due to system malfunctions; however, replacement cost for lost or damaged Key Cards is \$15.00 (price subject to change) for each card.

d. Key Cards are programmed to expire after 12 months. A yellow colored light will provide notification that the key card is within the 7-day window preceding expiration. This typically occurs in the entire building. The exchange for all cards is coordinated between the unit 1SG or his/her representative, the SSH KCC and the DPW Work Reception.

11. Service Calls.

a. You are responsible for routine housekeeping functions including minor maintenance and simple repair necessary to keep your assigned quarters and any assigned Government furnishings in good condition. You are expected to make all self-help repairs that a prudent homeowner would undertake personally, e.g. correcting plugged sinks or commodes, cleaning filters, or replacing filters available through the Self-Help Issue Point (SHIP). You are also responsible to promptly report defective, broken, damaged or malfunctioning components, equipment, furnishings or fixtures which you cannot repair and would require a service order.

Service Orders:

During duty hours, to obtain repair services, call the DPW Work Reception at 469-5000.

b. Emergency Service Orders:

An emergency exists when there is immediate danger to life, health, security, or Government property. Examples of emergency situations are broken water or steam pipes, broken electrical components, stopped up toilets (when only one is available), etc. An inoperative range or refrigerator is not an emergency. During duty hours, Emergency Service Orders are directly reported to the DPW Work Reception. After duty hours, the phone line is forwarded to Emergency Services and works 24 hours a day or Emergency Services can be called directly.

12. Routine and Emergency Repair Procedures.

1. The DPW performs emergency repairs for all government controlled housing. During duty hours, the response should be within 30 minutes, as workers will be diverted from routine tasks. After duty hours, there may be a delay as workers are on call at home rather than on post.

2. The following guidance is provided for occupants in determining whether or not an emergency really exists. An emergency is defined as a situation requiring immediate action to preclude loss of life or limb, or to prevent the loss of, or damage to, Government owned materials, equipment, or property.

a. Examples of emergencies:

- (1) Broken gas lines or gas leaks.
- (2) Broken water lines.
- (3) Severe roof leaks.
- (4) Structural failures.
- (5) Fires.
- (6) Snow or ice covered roads.
- (7) Heating plant failures.

(8) Severe stoppage in main sewer lines.

(9) Broken utility lines (especially electrical transmission lines).

(10) Electrical power failure where more than one apartment in a stairwell or a single house, has an identical electric outage.

(11) Any unforeseeable incident in which it would be dangerous to wait for normal duty hours and which requires prompt action to prevent injury.

b. Examples of non-emergency:

(1) Burned-out light bulbs.

(2) Blown fuses.

(3) Leaky faucets.

(4) Stopped up commodes or sinks (when more than one is available).

(5) Outage of circuit for wall outlets.

(6) Minor water pipe leaks.

(7) Non-functioning kitchen ranges (unless a gas leak is involved).

(8) Non-functioning refrigerators.

(9) Any malfunction or non-functioning of equipment or appliances that does not represent a possible threat of injury to persons or possible damage or theft of Government property.

(10) Broken windowpanes or screens.

c. Occupants are expected to make all self-help repairs that a prudent homeowner would undertake personally, e.g. correcting plugged sinks or commodes, cleaning filters, or replacing filters available through the Self-Help Issue Point (SHIP). Non-emergency problems beyond the scope of self-help which occur after duty hours should be tolerated until corrective action can be taken on the next duty day.

d. After duty hours, fire station and on-call personnel will decide whether a bona fide emergency exists. Occupants may be held liable for costs incurred by the Government responding to reported emergencies in which the occupant has misrepresented the situation merely to obtain support during off-duty hours.

e. Once you schedule an appointment for a routine service you are expected to be present. You will be charged the full amount of the cancelled call if you are not present in your room. Depending on the type of work required amounts vary from \$30.69 - \$35.09 (cost of 1 hour) (prices subject to change). Payment shall be made prior to rescheduling the service call.

f. Contractor and in-house personnel have to enter barracks rooms in the performance of their duties. Normally, the occupant is present during these times. However, it is possible that a room in a 1+1 module is vacant and requires between occupancy maintenance (BOM) work. In such cases the remaining occupant shall be notified of the dates that personnel will be in the adjacent vacant room and in the common area (kitchen area). The occupant shall secure all valuables, including personal kitchen items, in his/her assigned room and shall ensure that his/her room cannot be entered through the shared bathroom.

12. Smoke Detectors. You are responsible for notifying the SSH Office of any detector malfunction. Cutting the wires, removing the batteries, or covering the smoke detector in your room with any material is considered tampering and will result in disciplinary action. If you remove or cover the smoke detector, or cut/break the wires in the smoke detector in your room and the unit stops working, you will be charged for the cost to replace the detector. Any time smoke is detected in public areas a search of the surrounding rooms will take place by appropriate staff.

13. Fire, Safety and Security

a. Periodic fire drills will be conducted by the Fire and Emergency Services Department. Every floor in every building has a floor plan displaying the emergency exit route and assembly area. Participation in the drills is required.

b. You are required to maintain and follow all established fire, safety and security instructions.

c. All furniture will be arranged to provide proper egress in case of fire or medical emergency.

c. Flammables are not allowed at any time in or near residents' rooms including fireworks, gasoline, self-starting charcoal, liquid lighter, barbecue grills etc. Lit candles; incense, or oil lamps must not be left unattended.

d. When you hear the fire alarm you must proceed out of the building and to the designated safe area.

e. Use of multiple extension cords is prohibited. Residents will be allowed to plug electrical equipment into a UL certified surge protector with multiple outlets. Only one surge protector can be plugged into any wall outlet at any time.

f. You must secure high cost personal items when not in your room. The Garrison will not pay claims for stolen items that were not secured. Windows and doors must be locked when not in the room. Disabling the automatic door closures will result in disciplinary action. It is your responsibility to ensure that all security devices are in good working order. Report all broken locks, window latches, and door closures to the DPW Work Reception as soon as possible.

g. Use or possession of weapons, firearms, munitions and explosives including but not limited to, black powder, fireworks, BB guns, dart guns, air rifles, bows and arrows, swords, machetes, straight razors, axes, hatchets, martial arts weapons or any other dangerous or deadly weapons is prohibited. This list is not meant to be all inclusive. Knives with a blade longer than 3 inches are prohibited in or around Single Soldier Housing. Exceptions are kitchen knives and government issued survival knives and equipment required to be stored with mobility gear. Decorative swords are prohibited.

14. Alcoholic Beverages

a. There will be no CONSUMPTION of ALCOHOL within the Soldier Common Area.

b. You and your guest(s) must be of legal age, to consume alcohol. Underage drinking will not be permitted or tolerated. Residents who entertain guests will be responsible for ensuring proper age requirements are met. Good order and discipline will be maintained at all times.

c. All alcoholic beverages within your room will be secured when you are not present. Beer and wine may be kept in the refrigerator.

d. This privilege is provided as guidance. Company Commander and/or First Sergeants may set their own policies.

15. Cooking

a. Cooking is only allowed in those UPH modules configured with a service area. Cooking will only be allowed in common area kitchen when in a room not configured with a service area. When cooking in module service areas and/or common area kitchens, items must not be left unattended.

b. At no time are open flame cooking appliances allowed.

16. Smoking. Smokers will be assigned based on availability. If rooms are available, non-smokers will be roomed with non-smokers. If a non-smoker and a smoker are roomed together, the room will be non-smoking. There will be no smoking in doorways or common areas. The barracks are a DOD facility, which requires that all public access areas be designated non-smoking. There will be absolutely NO SMOKING IN BED. This privilege is provided as guidance. Company Commander and/or First Sergeants may set their own policies.

17. Automobiles, Motorcycles and Bicycles

a. In accordance with German environmental laws, discharge/spillage of water-endangering liquids is not allowed. You are not allowed to perform any POV maintenance outside of an auto craft shop.

b. Washing or rinsing POVs in/on public areas is strictly prohibited. POVs may be washed in housing areas, provided the area is concrete or asphalt and the POV is washed with plain water only. Use of detergents or soaps is strictly prohibited. Numerous carwash facilities, which comply with German laws, are available on and off the installation.

c. Parking of privately owned vehicles is authorized in designated parking areas. Occupants will not park on seeded areas or areas designated as fire lanes or sidewalks.

d. Disabled or abandoned vehicles will be towed at the owners' expense. Vehicles will be stored in assigned long term storage lots during deployments.

e. No automotive parts will be stored in any part of SSH quarter's facilities, to include private rooms and bulk storage areas.

f. Racks or other storage is provided for bicycles. You are advised to use bicycle locking devices to prevent theft. Bicycles will not be stored in stairwells, passageways, walkways, or in areas where they will block fire exits and access ways.

18. Guests

a. You are responsible for all your guests while they are in or around the SSH. Guests must remain with the host during visits. Soldiers hosting guests and their guests will respect the privacy of roommates and other Soldiers in the barracks. Visiting hours are 24 hours a day unless otherwise posted. Soldiers may have visitors in their rooms during the day (0600 to 2400); but before a Soldier may have overnight visitors (2400-0600), the company commander and the Soldier's roommate must approve the visit each time. For safety and security reasons, all guests will be registered at the CQ Desk.

b. The commander may restrict this policy. Guests under the age of 18 must be accompanied by their parent or legal guardian. The CQ Desk can approve visits by dependant child(ren).

c. Guests are not allowed to use the UPH laundry facilities.

19. Antennas and satellite receiving dishes. Antennas will not extend outside of the individual residents room and are limited to TV and radio reception only. Satellite dishes are prohibited.

20. Pets. Pets, of any kind, are not allowed in SSH.

21. Energy Conservation

a. All lights and water faucets will be turned off when not in use. Practice prudent usage of water. Promptly report all malfunctions of utility systems to the DPW Work Reception.

b. During summer season, radiators should be closed completely, and then backed off one-quarter turn. During heating season, 1 October through 1 May, open windows only as required for ventilation and escape of moisture. Do not turn radiators completely off during freezing temperatures.

c. Portable heaters will not be used except under emergency conditions, i.e., failure of heating system as approved by the DPW. Transformers will be unplugged when not in use.

d. Freezer temperature should be set at 0 degrees F; set refrigerator temperature at 40 degrees F.

22. Dress Code. Personnel residing in SSH will not be outside their quarters in robes or other sleeping attire. Gym shorts and T-shirts or other apparel that is considered to be an outer garment are appropriate apparel.

23. Telephone and TV. Each room has been wired for both telephone and TV service. It will be at your own expense if you choose to receive these services. If you choose to move to a new room, relocation of your service(s) is at your own expense. If the government requires you to move the government will reimburse you for the relocation of your service(s). If the unit requires you to move the unit will be responsible to reimburse you for the relocation of your service(s).

24. Lobby/Common Area Furniture:

a. Furniture may not be taken out of the lobby.

b. Personal belongings left in the lobby may be collected and turned over to the 1SG.

25. Recreational Equipment such as pool table and ping pong table are paid for by your unit. Any abuse or willful destruction by you destroys the benefits for other Soldiers. Please do not sit on the pool or ping pong tables.

26. Recycle Bins. Containers for recycling aluminum, glass, paper and plastic are provided at each building. Please support the Garrison's recycling program.

27. Out-processing

a. You must out-process through the SSH management office when clearing your assigned room. Contact the SSH office at least 30 days prior to receive a pre-termination briefing which gives you information on the clearing requirements.

b. For termination of room assignment, you must schedule an appointment for inspection of the room with the housing office at least 14 days prior to the desired termination date. The final inspection will be scheduled IAW your final out-processing appointment from community.

(1) A SSH inspector will conduct the final inspection, which includes clearing the furnishings hand receipt. All government furnishings will be in the room prior to the termination inspection. This inspection will ensure that you have performed the tasks identified at the time of the pre-termination briefing. The condition of the room or space must allow follow-on assignments without delay. (This may require a Soldier that smoked in the room to repaint the room; wash and re-hang the curtains; wash mattress cover; repair walls with excessive number of nail holes/drill holes and painting afterwards; etc.)

(2) After passing the final inspection, the housing inspector will sign your clearing papers and provide your termination orders. You will not be required to proceed to the housing office for any reason if you have a successful final inspection.

(3) The Housing Division will notify your chain of command if you fail to meet your responsibilities.

d. You will remain in your quarters until departure whenever possible or be moved to a transient room. If this is not an option you may be authorized outgoing TLA for not more than 3 days.

e. If you are held liable for damaged facilities or missing/dirty equipment or furnishings you will be instructed to report to the housing office to initiate a Statement of Charges or a Financial Liability Investigation of Property Loss (FLIPL) before receiving final clearance from the housing office.

28. Contacts

- SSH Management Office:
 - Location: Warner Barracks, Bldg 7104
 - Telephone: 469-7981/8342
 - Hours of Operation: Monday - Friday 0730-1630 hrs
 - After Hours contact your 1SG or BDE/BN CSM
- DPW Work Reception: 469-5000
- DPW After Hours/Emergency: 469-115
- Fire & Emergency Services: 469-117
- Furniture Management Office (FMO): 469-7711
- Military Police: 469-114
- Self-Help Issue Point (SHIP): Bldg 7123, DSN 469-7669
- Transportation: Bldg 7109, DSN 469-7408

For more SSH information visit: <http://www.bamberg.army.mil/dpw/housing/fsbp.htm>